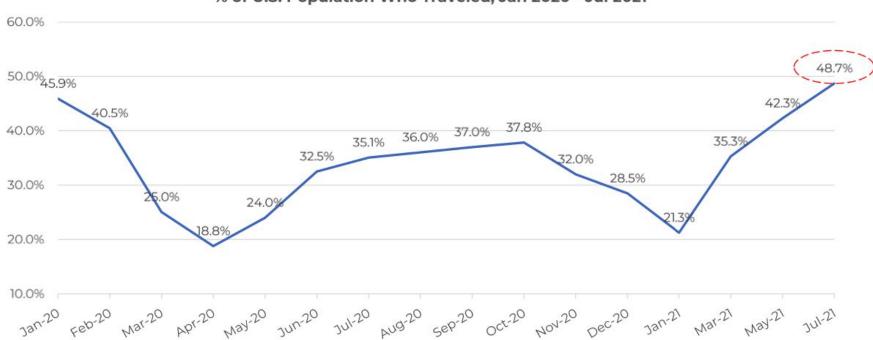
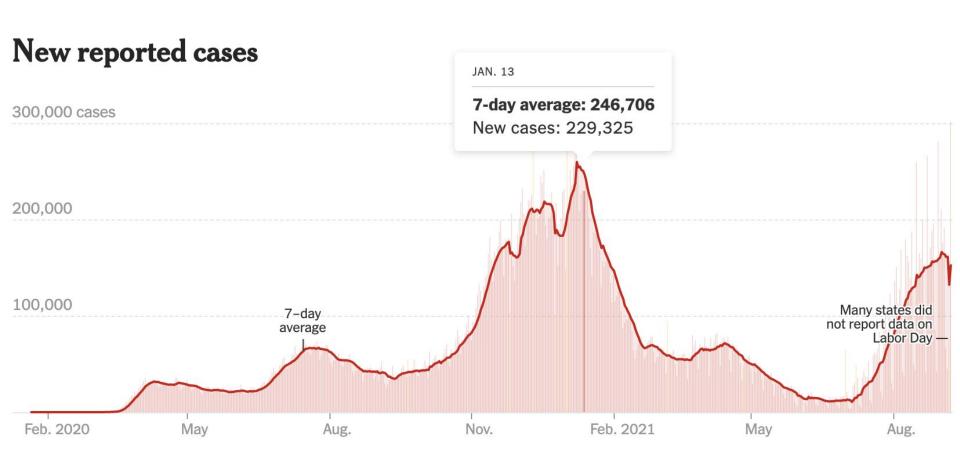
Travel Trends

Travel Rebound Continued in July

% of U.S. Population Who Traveled, Jan 2020 - Jul 2021

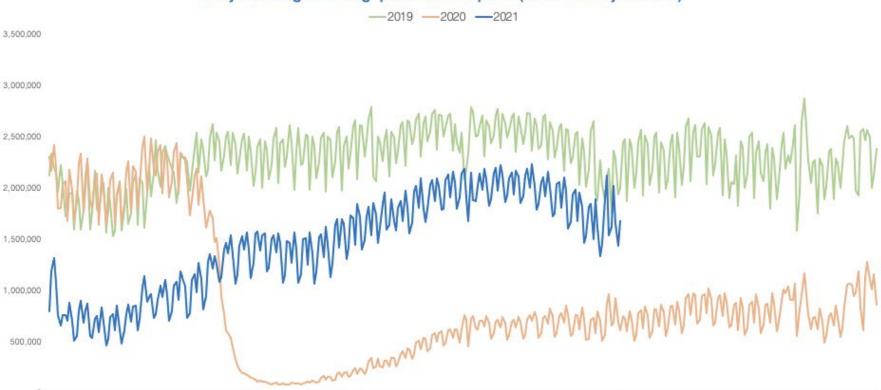


Monthly n = ~1000 Source: Skift Research, August 2021



TSA Daily Air Travel





^{1/1 1/8 1/15 1/22 1/29 2/5 2/12 2/19 2/25 3/4 3/11 3/18 3/25 4/1 4/8 4/15 4/22 4/29 5/6 5/13 5/20 5/27 6/3 6/10 6/17 6/24 7/1 7/8 7/15 7/22 7/29 8/5 8/12 8/19 8/25 9/2 9/9 9/16 9/23 9/30 10/710/140/210/2811/411/1111/181/2512/2 12/812/182/232/31}

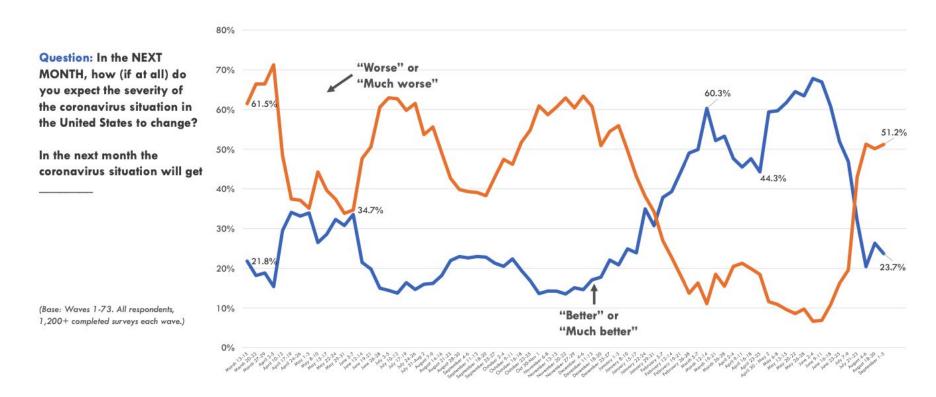
What one word best describes how you feel about travel right now?



Destination Analysts: Wave 73, September 3,2021

59.4% of travelers state that recent news about increasing "Delta" cases makes them less interested in traveling right now.

Expectations for the Coronavirus Outbreak:



Destination Analysts: Wave 73, September 3,2021

Expectations for the Coronavirus Outbreak:

Expected Time When COVID-19 Will Be Under Control, May 2020 - Aug 2021



Skfit: August 2021

33.9% of respondents have postponed an upcoming trip specifically due to the Delta variant, while 27.3% have cancelled an upcoming trip.

What three US travel destinations do you most closely associate with having problems with the Delta variant?

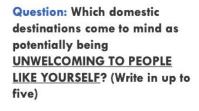


Destination Analysts: Wave 73, September 3,2021

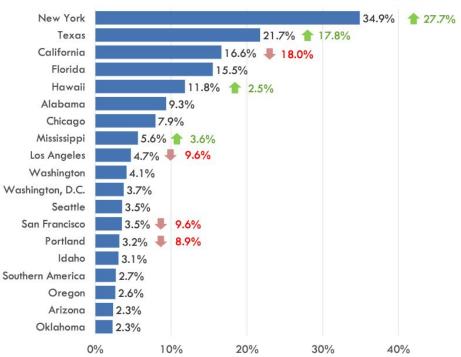
68.6% of respondents said that if they thought a destination was not welcoming to people like themselves, they would be unlikely to visit.

Destination Perceived as Potentially Unwelcoming





(Base: Wave 73 data. All respondents who can think of any destinations with an unwelcoming atmosphere, 180 completed surveys. Data collected September 1-3, 2021)



Destination Analysts: Wave 73, September 3,2021

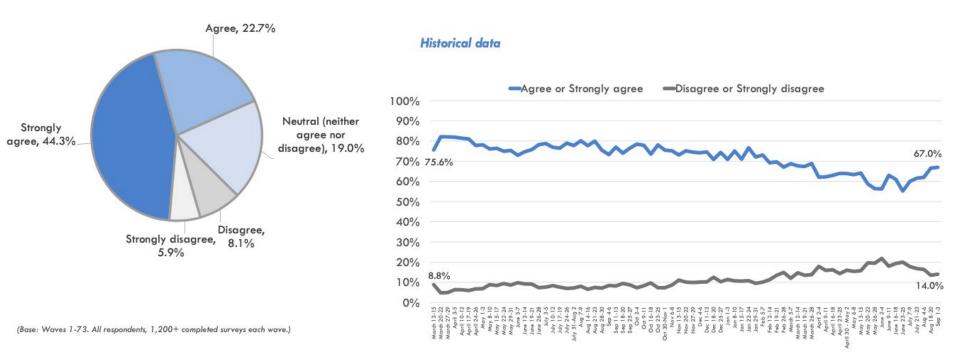


Nearly 70% of domestic travel planned this week is for the month of September

Traveling Outside of the US:

How much do you agree with the following statement?

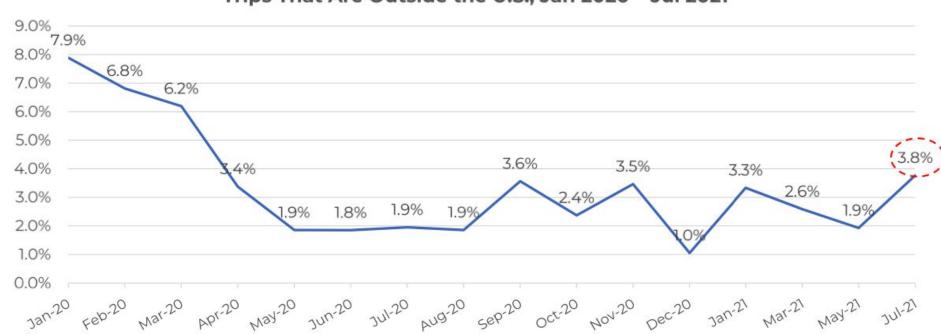
Statement: I will be unlikely to travel outside the United States until the coronavirus situation is resolved.



Destination Analysts: Wave 73, September 3,2021

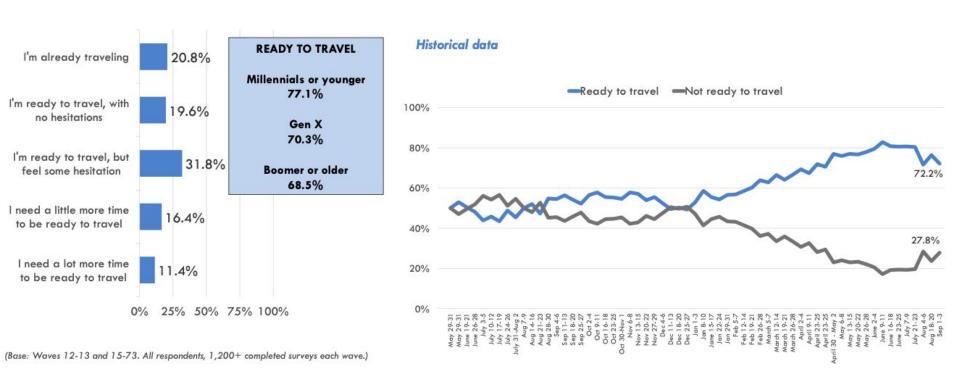
Traveling Outside of the US:

Trips That Are Outside the U.S., Jan 2020 – Jul 2021



Skift Research: August 2021

Current State of Mind, When it Comes to Traveling Again:

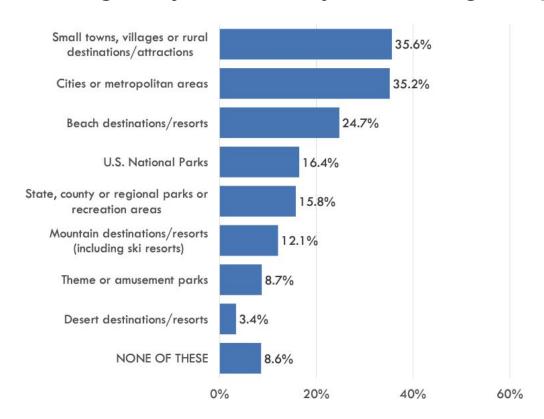


Destination Analysts: Wave 73, September 3,2021

70.5% of travelers support cities reinstating indoor mask requirements.

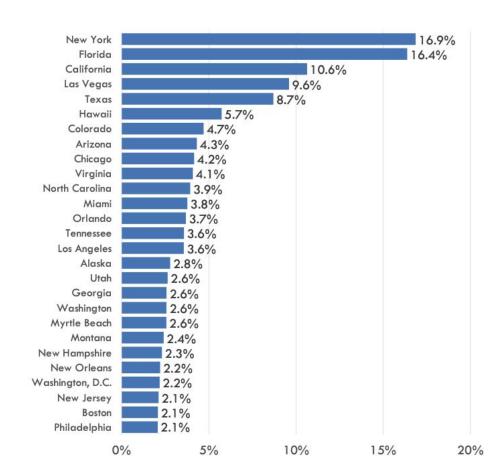
58.9% of residents would support an indoor vaccine mandate program in their home community.

Which of the following did you visit on your overnight trip?



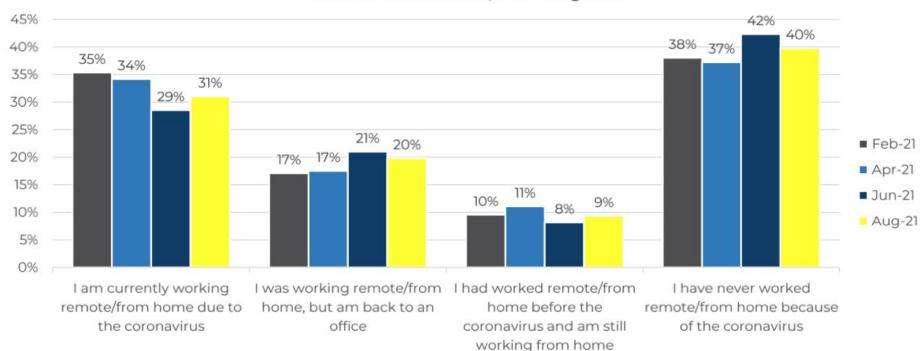
Destination Analysts: Wave 73, September 3,2021

Which domestic destinations do you most want to visit in the next 12 months?



Remote Work Travel Still Shows Potential

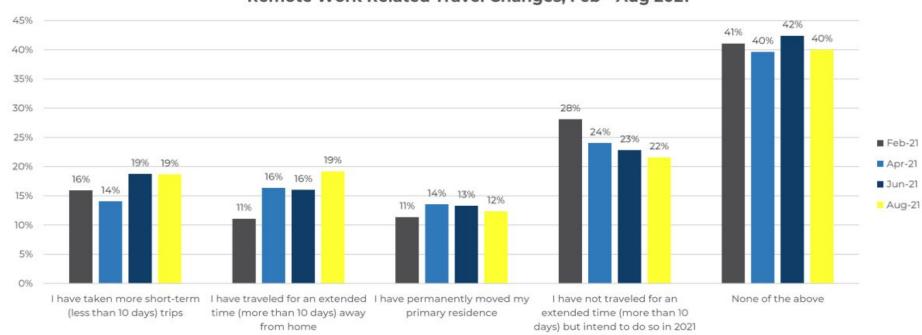




Skfit: August 2021

Remote Work Travel Still Shows Potential





Skfit: August 2021

Ski/Snowboard 2021/2022

Overnight Ski Vacations: Perception of Being Safe

When Asked: At this moment, how safe would you feel taking an overnight ski vacation this season...

43.1% Felt Safe (8/2020)

63.9% Felt Safe (8/2021)

Overnight Ski Vacations: Repeat Visitation

64% of skiers who have traveled for an overnight vacation in the past three years plan to return to a previously visited destination.

Overnight Ski Vacations: Expected Travel

51% of ski vacationers plan to take a road trip for their overnight vacation, with 40% planning to fly.



Digital Campaign Performance Overview

- The Southern Utah + campaign delivered more than 328k pageviews for VisitUtah.com.
- Our CTV campaign has driven more than 123k pageviews, with our custom audiences performing the most efficiently.
- We tracked more than \$11.4M in hotel revenue for an estimated revenue of \$151.9M. This is a 32% increase compared to our 2019 campaign.
 - o ADR: \$158.54
 - Observed Hotel Bookings: 35,481
- People exposed to our campaign have been 204% more likely to arrive in market.

Top Hotel Origin Markets ?



Ad exposed ADRs are 15% stronger than 2019.

8% longer than ad exposed travelers in 2019.

We can also see that ad exposed travelers stay on average

the baseline we observe in Southern Utah destinations.

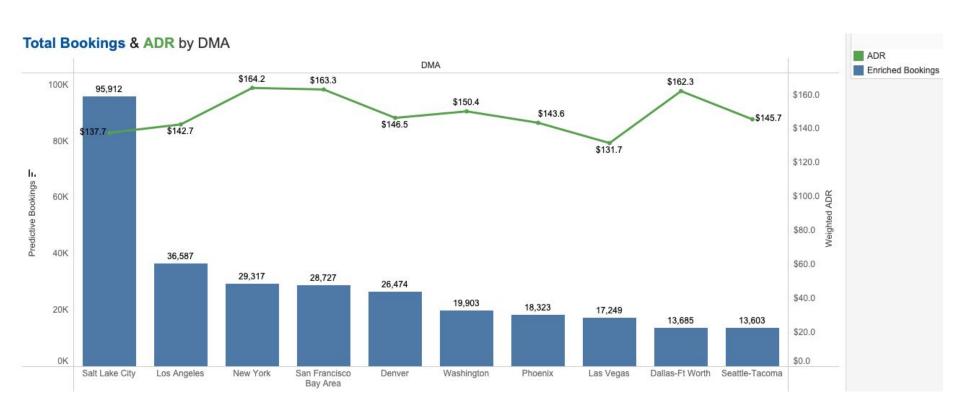
Of ADRs that Adara can track within Southern Utah, ad

exposed audiences book at an ADR that is 54% higher than

Our CTV campaign tracked more than \$10.3M in hotel

revenue for this years campaign, roughly 71K travelers.

Ad Exposed Revenue by Market: Southern Utah



Digital Campaign: Native Creative Performance

Total Observed Booking Revenue: \$1,302,647

A Family Drive Through Utah's Quiet Places

A Vacation Where Reservoirs and Rocks, Sagebrush and Fossils Provide Wisdom Along the Way
Written by Ashley Mae Holland



PageViews: 15,725Time on Page: 4:21

Slowing Down and Focusing on Wellness in Mighty Five Landscapes

Put your health on the itinerary with easy-to-follow tips to help you care for your body, mind and spirit while exploring in and around Utah's national parks.

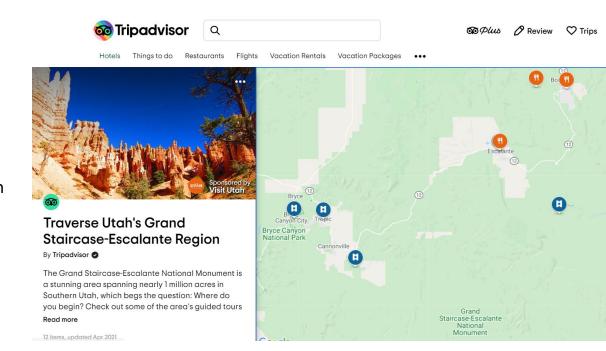
Written by Tiffini Porter



PageViews: 18,068Time on Page: 3:26

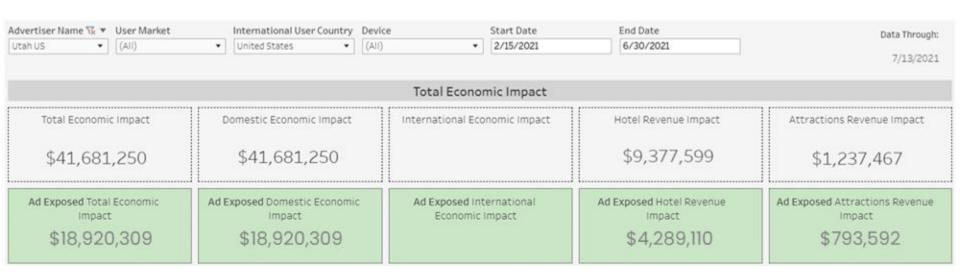
Tripadvisor

- 4 Trip Guides:
 - Off the I-70: Unforgettable
 - Scenery
 - Traverse Utah's GSE Region
 - o The Other Zion
 - Explorer's Guide to S. Utah
- Red Emerald POIs
- 100% SOV
- Tourism Sentiment Brand Study
- 30,801 pageviews with ~1 min time.



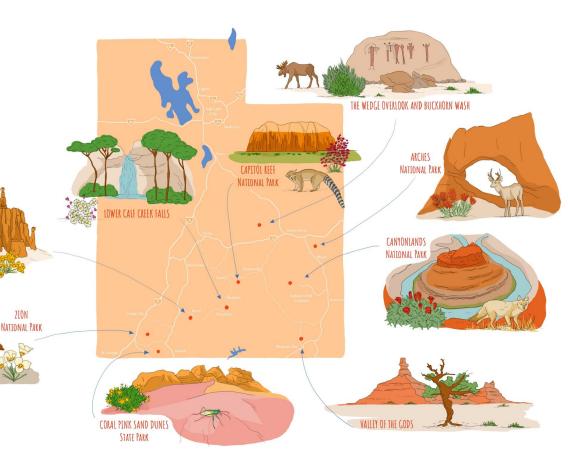
- Total Economic Impact: \$18,920,309
- Hotel Economic Impact: \$4,289,110
- Attractions Economic Impact: \$793,592

 ADR: \$205 (7% higher than non-exposed)



AFAR

- Interactive map hub
- 4 regional journeys
- Off-peak and lesserknow experiences
- Responsible visitation
- 30K pageviews
- Average 6:39 mins
- 3,805 hours
- Top post:10:31 mins |930 clicks



Outside Online

<u>Custom Interactive</u> Forever Mighty

Experience

- Dark Skies
- Connect With Culture
- Deep Travel*
- Inclusive, Accessible and Soul-Awakening*
- Adventure to Give
- 5 Tips for Mindful Travel
- Hub + Content 96K views
- Top Articles: It Pays to Go Deep in Southern Utah & Ultimate Guide to Darkest Skies (+3:36)



Paid Search

Paid Search Campaigns



25%
Better Site
Engagement

Key Learnings

Campaigns and Ad Groups

- Comparing against late last summer (July October 2020), data shows a strong increase in impressions served for Utah's less trafficked destinations.
- Articles have proven to be great landing pages
 - Opportunity to review article landing pages for conversion opportunities

Bookings Data

• This Southern Utah+ campaign drove a similar ADR and length of stay to the rest of the media campaign.

<u>Targeting</u>

- Custom Adara audiences, remarketing, and affinity audiences are all performing well, no clear leaders
- LA, Phoenix, Vegas, Denver, San Fran., Dallas, New York are top markets. In-line with overall targeting

Next Steps

- Capitalize on PPC audience engagement with new, purpose-made landing pages
- Audit campaign for winter relevance

Content, Search Engine Marketing,

VisitUtah.com

Website Design & Development

Takeaways:

- Organic search optimizations are paying off with YOY increases and continue to be our biggest traffic driver to the site. We need to look into replicating success of the 15 Must-do Adventures in Kanab article.
- We need to do more to encourage regional travel on VisitUtah.com, and drive traffic to this content.
- We should continue to improve internal linking to Forever Mighty pages and content. As part of EDA reflections we should analyze success of /forever and /prepare in more details.

New Enhancements — Two Paths CTA, Website Banners

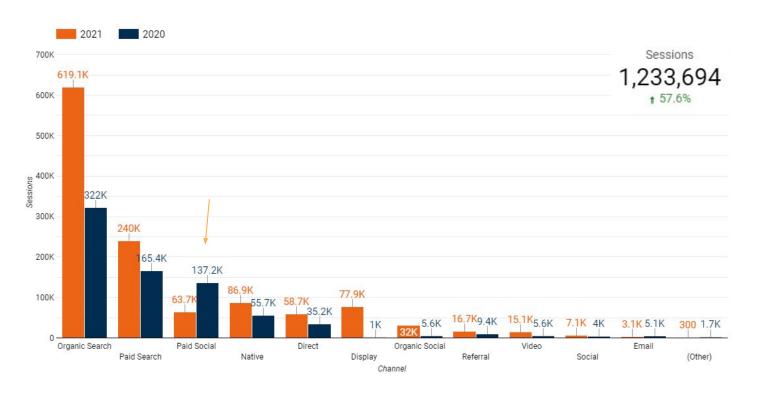






GET THE TRAVEL GUIDE

Southern Utah Site Traffic by Channel - 2021 vs 2020



*2/14/21 - 6/30/21. Landing pages tagged as Southern Utah in CMS or via campaign UTM.

Social Media

Paid Media | April - August







Just because it's one of our most-visited parks doesn't mean you can't find solitude under the stars in Zion.



TAG.YIELDOPTIMIZER.COM

Experience Solitude In Zion

Wondering when you can have ...

LEARN MORE

Influencers



Audience: Explorer

Goal: Highlight a repeat visitors typical behavior: start with National Parks, then come back for a deeper connection in lesser known communities and less-crowded destinations.



Audience: Family

Goal: Break the stigma of Southern Utah being an intimidating area to explore, especially for a family with young kids.



Audience: Achiever

Goal: Build on the momentum of our summer 2020 collaboration through a duo girlfriends getaway and continue the effort around #SheTravelsUtah.

Influencer + Ambassador Learnings

Takeaways:

- Partnering with a content creator active on multiple platforms allowed us to authentically connect with a wider audience
- Paid support through branded content ads enabled us to extend the reach of our influencer's content beyond their organic audience, reaching new users interested in traveling to Southern Utah
- Consider providing influencers with a unique promo code for partner accommodations and experiences to promote through their social content

Looking Ahead:

- Now that Instagram has officially announced it is a video-first platform, we should continue to make short, vertical videos designed for mobile a top priority when collaborating with content creators.
- We are rewarded when we test new platforms! Look to diversify spend and reach through emerging platform products to work directly with creators.

Public Relations

Coverage Summary / Southern Utah+ (Spring 2021)

- Southern Utah+ Spring PR efforts generated ~22.4M total print / online and social impressions.
- Coverage included 4 dedicated print placements, 14 digital placements.
- 95% of all coverage was in a KPI outlet in key regional and national publications and media outlets.
- Hosted 4 media for first-hand Southern Utah+ experiences during Spring 2021
- Coverage averaged a Barcelona Principles score of 94.









Media Outlets Included





Coverage Highlight / Southern Utah+ (Spring 2021)

- 3-page article titled, "Surreal Landscapes: Exploring Utah's Impressive National and State Parks," in March issue of Denver Life Magazine
- Result of hosting freelance writer Robin Soslow on an individual media visit (IMV) for 7 days in September of 2020
- Highlights dark sky parks, guided experiences, places to stay, road trip "must-do's" and more throughout Goblin Valley State Park, Capitol Reef National Park, Kodachrome Basin State Park and Bryce Canyon National Park
- Denver Life Magazine maintains a print circulation of 40K readers
- Barcelona Principles score of 99



he state parks of Utah are prolific-jarring stone formations jut into blue skies; kalejdoscopic canyons entrench lush valleys; and alabaster columns loom spectacularly in the distance, culminating in an ethereal ecosphere. It's a world unto itself. I traversed this land methodically, stemmed from a raging case of cabin fever, first touching upon Goblin Valley State Park (just six hours West of Denver) and then Capitol Reef National Park and Kodachrome Basin State Park, before reaching Bryce Canyon National Parkmy final all-in-one road trip destination.

GOBLIN VALLEY STATE PARK

populated with soft sandstone deposited 170 million years ago and eroded into legions of rock formations; many resemble goblins, gnomes, and mushrooms. On the first morning, dawn's rays haloed red Entrada sandstone columns, called hoodoos, which the Paiute Indians believe were once creatures that gods turned to stone. Beyond them, dream-like and veiled by dust, were monoliths that thrusted skyward, resembling the mythical fortresses of fanciful fairytales Five miles west of the en

trance sits Little Wild Horse

locale with tight, twisting passages and 75-foot sci-fiesque walls. Trails in this area range from easier treks like the 15-mile-long Curtis Bench to

Lair, which leads to a hidden 70-foot natural cave that many visitors rappel down (with per mit in hand), blm,gov/visit/

of Utah's many International Dark Sky parks that offer optimal stargazing due to minimal light pollution. Celestial eve candy shines brightly above its campgrounds, which provide yurts embellished with stoves

Goblin State Park is also one

CAPITOL REEF NATIONAL PARK

Just 1½ hours Southwest of Goblin Valley, its white, bell-like formations, which resemble Washington D.C.'s Capitol dome, inspired the park's name. The area houses a segment of the Waterpocket Fold, a spiny warp in the Earth's crust. It's the park's centerpiece, but not its only

Capitol Reef's 7.9-mile sce nic drive starts in bucolic farm land. Fruita, a town settled in the 1880s offers harvestable orchards of apples, cherries

denver life

EYE CATCHER THE BREATHTAKING VIEWS WILL STOP YOU IN YOUR TRACKS AT HICKMAN BRIDGE TRAIL, CAPITAL REEF NATIONAL PARM

Trek easily on the one-mile Capitol Gorge Trail or elect for an arduous 1.7-mile climb to the top of Cassidy Arch, which spans a gaping chasm at 6.350 feet. Views are multi tudingus-color-streaked cliffs volcanic crags, and precipices that lance the air. The hike at Hickman Bridge Trail stretches toward the summit and loops through an amazing 133-foot natural arch. nps.gov/care

KODACHROME BASIN STATE PARK

This incredible high-mountain desert was named Kodachrome after a popular Kodak olor film. Its 67 sedimentary pipe formations erupt from the ground-and it's blissfully isolated and stilled. The best way to see the

structures, and hear stories about Old West outlaw Butch Cassidy is on a horseback ride guided by Steve Beagley of Red Canyon Trail Rides Travel ers can also make a nine-mile side trip to Grosvenor Arch or hike the moderately difficult Panorama Trail, a six-mile double loop. Energized by fra grances of juniper and sage, I

hiked a 1.5-mile trail to the root in an otherwise otherworld! setting, stateparks, utah, gov/ narks/kodachrome-hasin The camparounds offer tiled redcanyontrailrides com

of Angel's Palace, a monolith

showers and a laundromat-a

few down-to-earth features

with 350-degree views

BRYCE CANYON NATIONAL PARK

ou'd have to be a rock not to be moved by the sight of Bryce Canyon's horseshoe-shaped amphitheaters, where the force of frost-wedging and rainwater have shaped colorful limestone and mudstone into stunning fins

slot canyons, and hoodoo spires The park's relatively easy Rim Trail (ranges from one to eleven miles) encounters the world's largest concentration of hoodoos, Verdurous evergreen and vellow rubber rabbitbrush grace the nath which ascends to 8,300 feet at Bryce Point. The 15-mile Navaio Loop winds down from Sunset Point a popular overlook with sweep ing vistas. From there, the path enters Wall Street's thrillingly tight passage, which traverses through soaring rock fins. nps.gov/brca





 The two Goblin Valley Yurts. which are both modeled after the tent dwellings of Central Asian nomadic cultures, offer luxurious glamping experience es. Incredibly, each yurt is powered by solar panels and offers small fireplaces.

GOBLIN VALLEY YURTS

PLACES TO STAY

glampinggetaway.com, directory/goblin-valley-yurts/

STONE CANYON INN The acclaimed lodge offers an array of private cabins, hungalows, and tree houses. There are also stargazing excursions by telescope; and its delicious Stone Hearth Grille offers upscale outdoor dining.

 If you are looking for an intimate stay with privacy, book a night or two at the facility's private cottages, complete with small kitchenettes and a per sonal porch for leisurely nights watching the sunset or convers ing with loved ones. Enjoy.

116 denverlifemagazine.com | MARCH 202

MARCH 2021 | denverlifemagazine.com 115

thecottagesatbrycecanyon.com

Key Learnings

Trending Stories/Storylines:

- The Return of the Great American Road Trip
- Utah is Ready for Its Dark Sky Moment, Leading the World with 24 International Dark Sky Places
- The Healing Power of the Great Outdoors

Media Sentiment:

- Individual Media Visits > Group Familiarization Trips
- Longer Stays = Longer Stories
- Journalists are doing more with less. Leveraging our owned content channels (video, Utah U, website, etc.) gave us
 more control over storylines and allowed us to tease in-market itineraries
- Safety, comfort and the guest experience are top-of-mind

Looking Ahead: Trends That Will Continue into 2022

- Slow Travel: Travelers look to stay in destinations longer and support local communities; modes of transportation change
- Regenerative Travel: Echoes agricultural practices meant to reverse climate change, not merely slow it down
- The Great Outdoors: Wilderness destinations and mountain towns continue to be the most sought after for travel;
 bucket list travel included

SMARI

SMARI Ad Effectiveness Research

- Wave 1: awareness and impact of advertising
 - Ability to reach audience / generate recall
 - Assess cost per household reached
 - Ability to communicate key messages
 - Ability to build perceptions and generate visitation interest
 - Explore changes in performance from past campaigns
 - Provide insights and recommendations to guide / refine future campaigns
- Wave 2: subsequent travel / ROI (fielding late Sept. / early Oct.)

SMARI Ad Effectiveness Research

Awareness: ~1/3 of consumers are aware of SU+ advertising (31%)

Cost per ad aware household: \$0.16 (industry benchmark is \$0.31)

Creative evaluation ratings

- Communication of attributes compared to industry benchmarks
- o Top 10% for many Excellent
- o Top 25% for majority Good

Advertising effective at generating Utah travel interest

 \circ Utah residents at 4.3 / 5! Regional and national \sim 3.8 / 5

SMARI Ad Effectiveness Research

Utah Image

Ad-aware visitors and non-visitors rate attributes more highly than those unaware

Information Gathering

o Ad-aware seek out more information about Utah leisure travel,175% greater than unaware

Likelihood to Visit Utah in the Next Year

- Ad-aware visitors and non-visitors see huge boosts 72% / 217% greater than unaware
- Strongest measured in the past four years for both recent visitors and non-visitors
- Foreshadows strong impact on actual travel, ROI wave will confirm



EDA Grant Goal

- Strike a balance between promoting visitation of the state to support local economies while also attracting the right type of traveler who will be a steward of what makes our state a wonderful destination.
 - Forever Mighty has been that initiative to message and educate travelers before they arrive on how to be sustainable travelers.
 - Provide economic value to our gateway communities

Changes to Original EDA Grant Application

- New Flight Dates:
 - o June, 2021 September 30, 2022
- Revised Campaign Objective: Inspire Utah and <u>Regional</u> travel to outlying communities and support local tourism in recovery from COVID-19.
- Removed Out-of-Home in favor of more targeted and trackable CTV.
- Salt Lake Tribune included as an additional local news partner

How We Will Measure Success

1. Adara Impact: (real time)

All partners in this campaign will be monitored by our hotel and air travel tracking partner to report out on campaign ROI's.

2. Epsilon Net Economic Impact (NEI): Mid/Post campaign

Our programmatic partner, Epsilon, will monitor all in market spend patterns from travelers who have been exposed to our advertising campaign. This will provide us with a campaign Net Economic Impact Report.

3. Google Surveys:

Monitor intent to visit our state during the campaign.

4. STR Data:

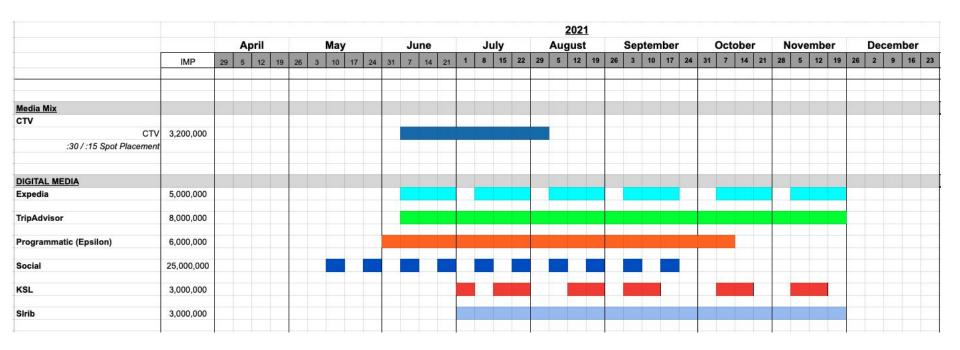
Utah Office of Tourism will track the origin markets of travelers into the state.

The Audiences

- 1. Utah Residents
- 2. Regional (Drive Market) Audiences



Flight Dates: 2021



Digital Summary

- The EDA campaign in the first few weeks has generated over 441k post impressions, for a very strong PIR of 2.69%.
 - a. Tripadvisor is driving 61% of post impressions
 - b. VisitUtah.com, Utah.com, Park City, Salt Lake and Moab are top post impression websites.
- There are an estimated 1.69M hotel searches amounting to over 84K hotel bookings, thus far generating an estimated \$26.9 million in hotel revenue.
 - a. ADR \$168 (compared to Southern Utah 2021 campaign's ADR of \$158)

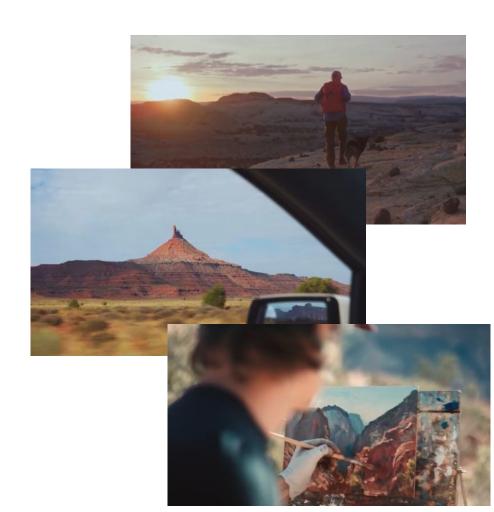
Top Hotel Origin Markets 3

Ran	ık Markets	% of Book	ing
1	Salt Lake City, UT,	US	20.0
2	San Francisco Bay	Are, CA, US	5.8
3	New York, NY, US		5.4
4	Los Angeles, CA, U	S	5.2
5	Las Vegas, NV, US		3.3
6	Washington, DC, U	S	3.3
7	Denver, CO, US		3.2
8	Phoenix, AZ, US		2.8
9	Dallas-ft Worth, TX	, US	2.5
10	Chicago, IL, US		2.1



CTV

- Currently, just over 6.8 million video completions for the Anthem, Moab and Zion videos.
 - Average VCR is 98%
- Out of the audiences we are targeting, the custom audience is completing the videos at almost 100%.



YouTube

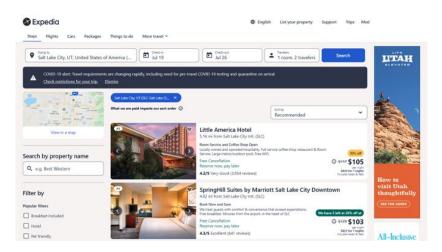
- Strategy: targeting people who show interest in specific topics like Moab, Zion, Southern Utah, etc. We also used the Forever Mighty landing page to increase the reach and serve to people who are most likely to interact with our ads.
- We saw nice boosts in our view rate metrics since the last report, as the 30-Second View Rate (which YouTube registers as a "view" in their system) is now above our 40% benchmark.

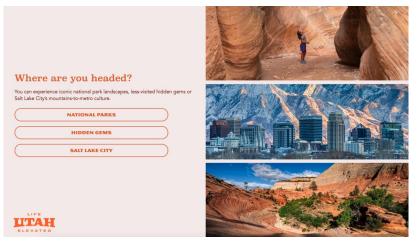
Key Metrics by Ad Group & Ad

Line Item	Ad	F	Impressions =	CTR	Avg. Cost per View	30-Second View Rate	Full Video View Rate
Moab Forever Mighty	Moab :15		246,014	0.18%	\$0.06	43.22%	42.88%
	Moab :30		8,269	0.10%	\$0.06	43.19%	43.49%
Southern Utah	Southern Utah N	Vix :15	250,067	0.17%	\$0.06	44.71%	44.43%
Forever Mighty	Southern Utah I	Vix:30	8,294	0.16%	\$0.06	47.95%	48.29%
Zion Forever	Zion :15		246,425	0.15%	\$0.06	44.28%	43.97%
Mighty	Zion:30		9,507	0.12%	\$0.06	43.97%	44.55%
Grand Total		768,576	0.17%	\$0.06	44.10%	43.82%	

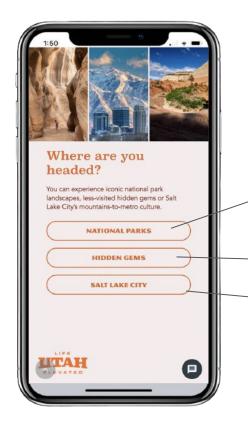
 Strategy: Intercept travelers who are either actively planning their vacation to Utah or who have already booked their vacation and send them to the updated Forever Mighty Expedia Hub

- Jebbit experience metrics to date:
 - 2,299 Views
 - 856 "Let's Start" Clicks
 - 589 Website redirects







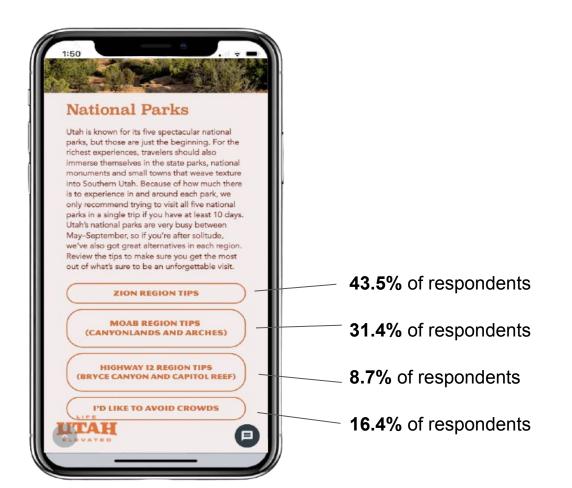


Most users are headed to **national parks**. Of these, **Zion Region Tips** was most clicked on (43.5%) followed by **Moab Region Tips** (31.4%)

51.5% of respondents

31.9% of respondents

16.6% of respondents





63% of respondents

18.1% of respondents

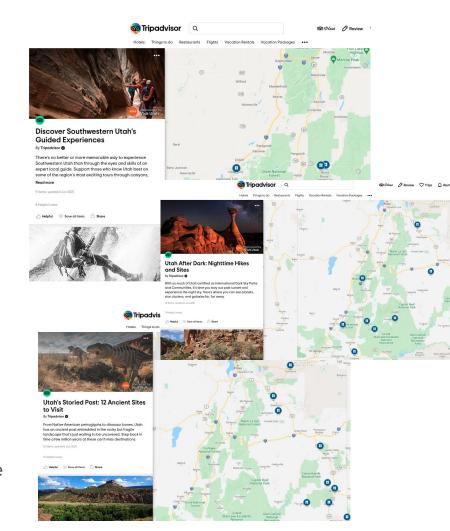
18.8% of respondents

 Strategy: Intercept travelers looking at utah content or competitive content, using traffic drivers to go to the <u>Content Hub</u>, where there are three distinct journeys highlighted.

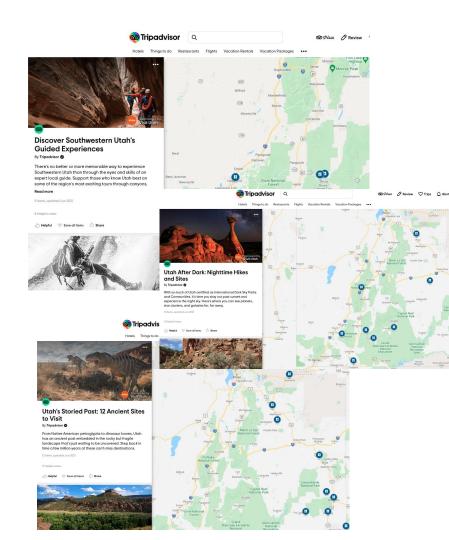
Hotel Bookings: 41,831

Hotel Revenue: \$14.6Million

- Hub Performance:
 - 72,211 Page Views
 - o 64,028 Unique Page Views
 - 4m 45s Average Dwell Time
 - Ad Exposed individuals viewed 60% more
 Utah Content



- Currently, the Utah After
 Dark: Nighttime Hikes and
 Sites has the longest dwell time of 1:00.
- Discover Southwestern
 Utah's Guided Experiences
 has driven the most page
 views with over 13,704 to date.



 Social media posts that were developed for Utah's EDA campaign have generated over 3.7k post reactions, 298 comments, and 302 shares.

- 4,944,917 Impressions
- 70,770 Link Clicks
- 1.43% CTR

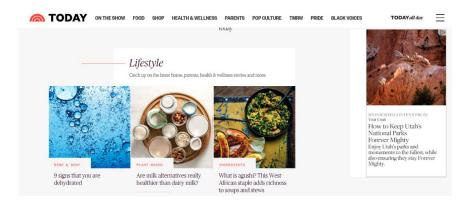


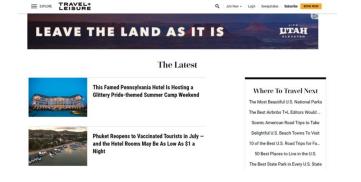
• Total Ad Exposed Economic Impact: \$4,013,945

Advertiser Name User Market Utah US ▼ (All)	International User Country ▼ United States ▼	Device Start Date (AII) ▼	End Date 9/6/2021	Data Through: 9/2/2021					
Total Economic Impact									
Total Economic Impact	Domestic Economic Impact	International Economic Impact	Hotel Revenue Impact	Attractions Revenue Impact					
\$15,912,941	\$15,912,941		\$3,574,561	\$631,814					
Ad Exposed Total Economic Impact \$4,013,945	Ad Exposed Domestic Economic Impact \$4,013,945	Ad Exposed International Economic Impact	Ad Exposed Hotel Revenue Impact \$894,501	Ad Exposed Attractions Revenue Impact \$268,248					

Epsilon

- Strategy: Intercept travelers who have expressed interest in visiting Utah for vacation:
 - a. 15 Second Pre-Roll
 - b. Display Ads
 - c. Native Units
- Currently, the native ad is driving the strongest CTR (.21% CTR)
- Hotel Bookings: 12,731
- Hotel Revenue: \$3.28M





KSL

- The first <u>BrandView</u> went live July 1st, focusing on how to capture your trip safely and responsibly through five tips. We have since run six articles.
- KSL BrandView articles have generated more than 50k page views.
- Top Article: Coming to terms with the poop problem... 29k page views.



